



WINDOM AREA HEALTH

Mission Statement:

DEDICATED TO HEALTH

**GOVERNING BOARD OF DIRECTORS
MEETING BOOKLET**

Monday, October 28, 2024

Windom Area Health Governing Board of Directors Meeting AGENDA

Purpose: Provide governance for Windom Area Health

Meeting Date | Time | Location: Monday, October 28, 2024 | 5:30 pm | Large Conference Room

Members:
All Windom Area Health Governing Board Members

Present:
Absent: Kay Gross
Others: Jennifer Zajic

Recorder: Mindy Carter, Executive Assistant

Category / Topic	Action step(s) / Updates	Leader:
STANDING ITEMS		
Call to Order	Call Windom Area Health Governing Board meeting to order at 5:30 pm by Governing Board chairperson	Dr. Michael Fisher
Meeting Minutes	<ul style="list-style-type: none"> Approve Windom Area Health Governing Board minutes from the regular meeting of September 23, 2024 Approve Windom Area Health Special Governing Board minutes on September 23, 2024 	Dr. Michael Fisher
Board Education	<ul style="list-style-type: none"> Jennifer Zajic, PI, QA, Risk Management Coordinator, presenting Performance Improvement Review 	Jennifer Zajic
WAH Policy Review	Review & approve the following policy(ies): <i>(Board Motion)</i> <ul style="list-style-type: none"> No policies to review this month 	Shelby Medina
COMMITTEE REPORTS		
Professional Practice Quality & Planning Committee	<ul style="list-style-type: none"> WAH Medical Staff credentialing review and approval per recommendation from the WAH Medical Staff <i>(Board Motion)</i> WAH Medical Staff meeting review Review Professional Practice Quality & Planning Committee meeting activities 	Dr. Buhler Dr. Blue Terry Tegels
Finance Personnel Labor Relations Building & Grounds Committee	<ul style="list-style-type: none"> Review Finance Personnel Labor Relations Building & Grounds Committee meeting activities Review and recommend approval of WAH resignations and terminations <i>(Board Motion)</i> 	Justin Schmit Emily Masters John Peyerl
OTHER REPORTS		
Statistical & Financial Performance Reports	Review & recommend approval of statistical & financial reports <i>(Board Motion)</i>	John Peyerl
Capital Acquisition Activity	Review capital acquisition activity	John Peyerl
Educational Assistance Applications	Review & recommend approval of application(s) for educational assistance <i>(Board Motion)</i>	Emily Masters
New Hires Departmental Transfers	Report of recently hired / transferred employees	Emily Masters
Patient Concern Reports	Review patient concern reports and patient survey comments	Monica Huber
Patient Safety Reports	Review patient safety activities	Monica Huber
Medical Director	Organizational updates	Dr. Blue

Administration	<ul style="list-style-type: none"> Review Senior Management Team Executive Summaries Review/Approve WAH committee meeting reports as presented (<i>Board Motion</i>) 	Senior Management Team
City of Windom	Informational updates	Steve Nasby Marv Grunig
Sanford Health Network	Informational updates	Dave Rogers, VP Sanford Health Network
WAH Foundation Board	<ul style="list-style-type: none"> WAH Foundation meeting minutes from September 24, 2024 are included in the Board book. WAH Foundation Board met on October 22, 2024 WAH Foundation update on happenings 	Dr. Michael Fisher Terry Tegels
WAH Auxiliary	<ul style="list-style-type: none"> WAH Auxiliary meeting minutes from September 9, 2024 are included in the Board book. 	Dr. Michael Fisher
OLD & NEW BUSINESS		
Old Business		Dr. Michael Fisher
New Business		Dr. Michael Fisher
CONCLUSION		
	Conclude WAH Governing Board meeting	Dr. Michael Fisher

**Meeting Name: Windom Area Health Governing Board of Directors Meeting
MINUTES**

Purpose: Provide governance for Windom Area Health

Meeting Date | Time | Location: Monday, September 23, 2024 | 5:30 pm | Large Conference Room

Members: All Windom Area Health Governing Board Members
Present: Dr. Michael Fisher, Justin Schmit, Dan Ortmann, Terry Tegels, Rick Frederickson, Dr. Blue, Landon Johnson, Shelby Medina, John Peyerl, Emily Masters, Dave Rogers, Julie Brugman
Absent: Monica Huber, Kay Gross
Others: Dr. Buhler/Medical Staff President, Steve Nasby/City Administrator, Marv Grunig/City Council Liaison, Naomi Bach, CNP

Recorder: Mindy Carter, Executive Assistant

STANDING ITEMS

Category / Topic	Action step(s) / Updates	Leader:
Call to Order	Windom Area Health Governing Board meeting was called to order at 5:30 pm by Governing Board Chairperson, Dr. Michael Fisher.	Dr. Michael Fisher
Meeting Minutes	M/S/C Unanimously to approve Windom Area Health Governing Board minutes from the regular meeting of August 26, 2024 (FISHER/FREDERICKSON).	Dr. Michael Fisher
Board Education	Naomi Bach, CNP, Wound & Hyperbaric Healing Center Clinical Program Director, presented annual business review	Naomi Bach, CNP
WAH Policy Review	M/S/C Unanimously, upon recommendation for the WAH Governing Board to approve the following policy: (FISHER/ORTMANN) <ul style="list-style-type: none"> Bloodborne Pathogens Exposure Control Plan 	Shelby Medina

COMMITTEE REPORTS

Professional Practice – Quality – Planning Committee	<p>The WAH Medical Staff reviewed and approved the August Medical Staff Credentialing list at their earlier meeting and presented to the WAH Governing Board for review and approval with the following motion made: M/S/C unanimously to approve the August Medical Staff credentialing list as presented: (TEGELS/FREDERICKSON)</p> <p>APPOINTMENTS: Maryam Nouhi-Arbatani, D.O. Behavioral Health (AmWell) Telemedicine</p> <p>REAPPOINTMENTS: Kylie Cowdin, M.D. Family Medicine Active Staff Carolyn Larson, CRNA Anesthesia Allied Health Professionals Mary Olson, M.D. Family Medicine Senior Active Staff Furhad Qureshi, M.D. Telehospitalist Telemedicine Jeffrey Taber, M.D. Family Medicine Active Staff</p> <p>AVEL ECARE APPOINTMENTS: Ludmil Lazarov, M.D. Telehospitalist Telemedicine Erin Meyer, D.O. Telehospitalist Telemedicine Todd Severnak, M.D. Telehospitalist Telemedicine Darin Willardsen, D.O. Telehospitalist Telemedicine</p> <p>VRAD APPOINTMENTS: VRAD REAPPOINTMENTS: Cynthia Tortorelli, M.D. Teleradiology Telemedicine</p>	Dr. Blue Dr. Buhler
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	<p>SANFORD TELEMEDICINE APPOINTMENTS (Informational Only):</p> <table border="0"> <tr> <td>Andrew Erickson, D.O.</td> <td>Radiology</td> <td>Telemedicine</td> </tr> <tr> <td>Austin Fletcher, M.D.</td> <td>Radiology</td> <td>Telemedicine</td> </tr> <tr> <td>Jacob Ricke, D.O.</td> <td>Trauma</td> <td>Telemedicine</td> </tr> </table> <p>RESIGNATIONS:</p> <table border="0"> <tr> <td>Scott Hoffman, DPM</td> <td>Podiatry</td> <td>Associate Professional Staff</td> </tr> <tr> <td>Rhilynn Zebe, LPN</td> <td>General Surgery (Reddy)</td> <td>Allied Health Professional</td> </tr> </table> <p>The WAH Medical Staff meeting highlighted a good performance, addressed space challenges and the upcoming Emergency Department access due to parking lot construction.</p> <ul style="list-style-type: none"> • Recruitment: A General Surgeon will start in December, and an offer was made to a Urologist. • Rules and Regulations Reviewed: Language updates were recommended, and clarification was provided on the role of Nurse Practitioners alongside ER Physicians, noting that Hospitalists assist during busy ER times. • WFMC Update: Shelby will contact Dr. Taber regarding his departure. WAH will evaluate resources needed to assist with the move and to prepare for contractors in January. WAH is an 18-bed hospital and is currently limited to 8 inpatient beds, while WFMC has 5 beds allocated to them. Our strategic plan relies on the full 18-bed capacity for growth. • Emergency Department parking lot construction will begin in October with a plan in place for minimal disruption. 	Andrew Erickson, D.O.	Radiology	Telemedicine	Austin Fletcher, M.D.	Radiology	Telemedicine	Jacob Ricke, D.O.	Trauma	Telemedicine	Scott Hoffman, DPM	Podiatry	Associate Professional Staff	Rhilynn Zebe, LPN	General Surgery (Reddy)	Allied Health Professional	
Andrew Erickson, D.O.	Radiology	Telemedicine															
Austin Fletcher, M.D.	Radiology	Telemedicine															
Jacob Ricke, D.O.	Trauma	Telemedicine															
Scott Hoffman, DPM	Podiatry	Associate Professional Staff															
Rhilynn Zebe, LPN	General Surgery (Reddy)	Allied Health Professional															
<p>Finance – Personnel – Labor Relations – Building/Grounds Committee</p>	<p>M/S/C unanimously to recommend approval to send 102 patient accounts totaling \$68,590.60 to AAA Collections, recommend approval for following Financial Assistance patient accounts: (FISHER/ SCHMIT)</p> <ul style="list-style-type: none"> • Financial Assistance accounts approved for write-off amount to \$25,087.13 • FY2025 Year-to-Date, Financial Assistance approvals amount to \$83,570.04 on a budget of \$125,000. <p>M/S/C Unanimously to approve the following resignation/terminations: (SCHMIT/FISHER)</p> <p>Resignations: 1 Speech Therapist, 1 Nutrition Service Aide, 1 Nurse Ward Clerk, 1 Lab intern.</p>	<p>John Peyerl Emily Masters</p>															
<p>OTHER REPORTS</p>																	
<p>Statistical & Financial Performance Reports</p>	<p>M/S/C unanimously to approve the Statistical and Financial Performance Report as presented: (FISHER/TEGELS)</p> <p>Net income from operations was \$219,630 compared to \$17,000 budget. Net operating revenue was \$491,749 more than last August, with operating income at 7.76% compared to 0.70% budget. Operating income is 3.81% for the year compared to a budget of negative 0.85%.</p> <p>The volume of inpatient activity in August was slightly below budget expectations. The acute admissions were four less than last month and equal to the budgeted volume. Activity on the outpatient side produced volumes and revenues above budget expectations. Eighty-six percent of our gross revenues came from outpatient activity, which is consistent with expectations. Acute admissions totaled twenty-nine. Those twenty-nine admissions produced sixty-two inpatient days for an average daily census of 2.0. Outpatient gross revenue was \$517,625 more than budget and \$674,262 more than last August.</p> <ul style="list-style-type: none"> • 807 Imaging Procedures • 11,256 Lab Procedures • 89 Surgical Procedures • 1,847 Rehab Therapy Modalities • 53.97 days Accounts Receivable • 218 days Cash on hand 	<p>John Peyerl</p>															

	Overall, expenses were \$203,923 more than budget. Pharmaceuticals and Purchased Services are the categories that came in more than budget.	
Capital Acquisition Activity	John reported there were no capital asset acquisitions in August.	John Peyerl
Educational Assistance Applications	M/S/C unanimously to approve the Educational Assistance Application as presented: There were no EA applications in August	Emily Masters
New / Department Transfer Employees	Angie Yusuf, HUC II Aleda Elliot, Dietary Aide There were no departmental transfers to report.	Emily Masters
Patient Concern Reports	Patient Concern Reports were reviewed and addressed.	Landon Johnson
Patient Safety Reports	Landon reported on one incident that caused no harm to the patient.	Landon Johnson
Medical Director	We are on schedule for the November launch of the Outreach clinic in Lakefield, OB/GYN services by Dr. Hinshaw. We are waiting on licensure and Medicare enrollment.	Dr. Dan Blue
Administration	M/S/C unanimously to approve committee meeting reports as presented (FISHER/FREDRICKSON) Emily reported there are 10 open positions posted. Community Health/Mental Health/Wellness Center <ul style="list-style-type: none"> • 30 body scans conducted (employees/community). • Employee Wellness Program has walking team challenge • Adding a Friday SAIL class • Completed 15 Health screenings for city of Mt. Lake employees. Marketing/PR/Business Development <ul style="list-style-type: none"> • Lunch and learns held at Mankato and Sanford Windom Clinics for the Wound Center. • Annual Recognition Night at Round Lake Winery; RSVP needed. • Media campaign for OB/GYN services in Fairmont (print and radio). • 30 attendees at Mental Health Fund Roundtable on 9/11 • Float won 3rd place in Worthington's Turkey Day Parade on 9/14 • drawn during August kaleidoscope Committee Meetings <ul style="list-style-type: none"> • Employee Focus: Met on 9/5; planned events for National Chocolate Day and Pumpkin Decorating contest, discussed holiday party ideas. • Patient & Family Advisory Committee: No report; next meeting on Oct 1st. 	Senior Management Team
City of Windom	Marv Grunig: No report. Steve Nasby: Proposed a 4.81% preliminary budget levy. Waiting on response from MNDOT regarding the conversion of the south section to four lanes. The annual audit was approved. Elections in November.	Steve Nasby Marv Grunig
Sanford Health Network	<ul style="list-style-type: none"> • CEO Bill Gassen announced the Sanford / Marshfield Clinic merger is likely to close on January 1, 2025. • Sanford has discontinued the Humana Advantage Medicare plan, affecting approximately 4,000 patients. Avera has also announced they plan to discontinue that plan. • Continuing to monitor what is happening in Fairmont with Mayo 	Dave Rogers, VP Sanford Health Network
WAH Foundation Board	<ul style="list-style-type: none"> • 30 attendees at the Mental Health Fund Roundtable on 9/11, discussing community needs • Mental Health Fundraiser goal is \$20,000; \$3,670 raised from mailers. Upcoming event: Runnings Ladies Night and applied for Remick Foundation Grant. • Katie Greener will lead the Giving Tree Program. 	Terry Tegels
WAH Auxiliary	Auxiliary raffle winners drawn during August kaleidoscope	Terry Tegels

OLD & NEW BUSINESS			
Old Business	There was no old business to address.	Dr. Michael Fisher	
New Business	Motion to move into Executive Session to discuss matters protected by the attorney-client privilege related. [(FISHER/SCHMIT). Correction: Minn. Statute 13D.05, Subd. 3(b): Meetings may be closed if the closure is expressly authorized by or permitted by attorney-client privilege. Motion to adjourn Executive Session (FISHER/ORTMANN)	Dr. Michael Fisher	
CONCLUSION			
	The WAH Governing Board meeting was concluded by Governing Board Chairperson, Dr. Michael Fisher	Dr. Michael Fisher	

Signature _____, Dan Ortmann, WAH Governing Board Secretary

**Meeting Name: Windom Area Health Governing Board Meeting
Special Governing Board Meeting Minutes**

Purpose: WAH Governing Board Special Meeting

Meeting Date | Time | Location: **Monday, September 23, 2024 | 6:30 pm | Large Conference Room**

Facilitator: Dr. Michael Fisher

Attending Members:
All Windom Area Health Governing Board Members

Present: Dr. Michael Fisher, Justin Schmit, Dan Ortmann, Terry Tegels, Rick Frederickson, Dr. Blue/CMO, Landon Johnson/DON, Shelby Medina/CEO, John Peyerl/CFO, Emily Masters/CHRO, Dave Rogers/SHN VP, Julie Brugman/Mt Lake Advisory member
Absent: Monica Huber/CNO, Kay Gross
Others:

Recorder: Shelby Medina, WAH CEO

Topic	Action step(s)	Leader
Agenda Items		
Call to Order	Governing Board Chairperson, Dr. Michael Fisher, called Executive Session of Windom Area Health Governing Board meeting to order at 6:30 pm.	Dr. Michael Fisher
Meeting Status	Dr. Fisher announced the Executive Session of the WAH Governing Board Meeting was closed to the public per Minn. Statute 13D.05, Subd. 3(b): Meetings may be closed if the closure is expressly authorized by or permitted by attorney-client privilege.	Dr. Michael Fisher
Meeting Purpose	Governing Board met for the purposes of discussion of matters protected by the attorney-client privilege related to anticipated litigation.	Shelby Medina
Conclude Meeting	M/S/C unanimously to adjourn the Executive Session (FISHER/ORTMANN) Governing Board Chairperson, Dr. Michael Fisher, concluded Executive Session of the Governing Board Meeting.	Dr. Michael Fisher

Signature _____, Dan Ortmann, Governing Board Secretary

WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
SEPTEMBER 2024
WAH MISSION: "DEDICATED TO HEALTH"

CHIEF EXECUTIVE OFFICER REPORT

- **Organizational Updates**
 - Construction update: Access to the Emergency Department entrance will continue to be impacted through the month of November. Throughout November, there will be some re-routing of ambulance entrance and alternate scheduling availability for MRI.
 - The Minnesota Department of Health approved our Healing Arts Screening service (CT Cardiac Screening) renewal application.
 - Radiology Update: WAH's Fluoroscopy room has been at end of life for quite a while and is no longer able to be updated or maintenance. Replacing this equipment would be a minimum of \$350,000+ and the Senior Team, Radiology, and Surgery reviewed the significance of this equipment to determine next steps. WAH has determined that the use of fluoroscopy does not warrant the investment of new/refurbished equipment.
 - WAH continues to make progress with our urology clinic lead by Lori Fett, WAH NP. Contract was presented to a Urologist for additional services.
 - Sanford Mental Health Telehealth Service: This service continues to prove beneficial to our staff and patients. In September, WAH accessed this program 10 times with great success.
- **MHA/Federal Updates:**
 - State Bills: N/A
 - Federal: N/A
- **Committee Meeting Updates**
 - Infection Prevention: Met October 8, 2024
 - HAI Q3 = 0 (HAI CAUTI, CLABSI, SSI, C/S)
 - C-diff & MRSA Q3 = 0
 - Respiratory Illness reporting will be mandated effective November 2024 (NHNS)
 - Health Alerts: Measles
 - Reportable Diseases Q3: COVID 16; Legionella – 1 antigen+
 - Oct. 18th sterilizer will be replaced in CSR and RO water completed
 - Legionella testing was completed and all necessary corrections were completed
 - Pharmacy and Therapeutics: No Updates Until Nov/Dec
 - Emergency Preparedness: Met September 18, 2024
 - Paul Johnson, County Emergency Preparedness Manager updated group on options to participate in a mass casualty drill anticipated to occur in January.
 - Windom's Fire Chief, Assistant Fire Chief, and a group of fire fighters took a site tour of the renovated admin. Space and MB in order to provide visuals and hydrant locations in the event of a fire or emergency.
 - WAH's IT Manager provided updates on cyber security
 - WAH and Orthopedic and Fracture Clinic entered into a MOU for offsite surgery use in case of a disaster.
 - Updates on all drills and testing requirements for the quarter were discussed and all are up to date.
 - Discussed water shut down need and the process that staff should expect and abide by.

WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
As of October 23, 2024
WAH MISSION: *"Dedicated to Health"*

CHIEF FINANCIAL OFFICER REPORT

Overview:

- Net income from operations was \$60,114 compared to a budget of negative \$6,000. Our net operating revenue was \$160,374 more than last September. September operating income is 2.30% compared to a budget percentage of negative 0.24%. For the year, operating income is 3.51% compared to a budget of negative 0.73%.

The volume of inpatient activity in September was consistent with budget expectations. The acute admissions were ten more than last month and above the budgeted volume. Activity on the outpatient side produced volumes and revenues slightly below budget expectations. Eighty-five percent of our gross revenues came from outpatient activity, which is consistent with expectations. Acute admissions totaled thirty-one. Those thirty-one admissions produced seventy-two inpatient days for an average daily census of 2.3. Outpatient gross revenue was \$77,708 more than budget and \$419,802 more than last September.

- Imaging procedure counts were forty-nine procedures above budget. Imaging performed 799 procedures compared to a budget of 750. Last September, 777 procedures were performed.
- Laboratory volumes exceeded budget expectations. Last fiscal year laboratory tests averaged about 10,140 in a given month. There were 10,535 in the month of September, which is 104 less than last September and 135 more than budget.
- Seventy-one surgical procedures were performed in September, which is one less than our budgeted number of seventy-two and equal to last September. Five of those surgeries were joint replacements. There were two robotic cases in September.
- Rehab Therapy performed 1,797 modalities in September, which was 144 less than last September. That is 128 less modalities than the budgeted number of 1,925.

Contractual adjustments came in at 47.68% for the month. Contractual adjustments were budgeted at 48.73%.

Overall, expenses were on budget. Purchased Services was the only category that came in more than budget.

GOVERNING BOARD EXECUTIVE SUMMARY

October, 2024

Windom Area Health MISSION: *"Dedicated to Health"*

CHIEF NURSING OFFICER REPORT

- **Medical/Surgical/OB/Emergency Dept.:**

- Staffing of the temporary ED entrance is 100% covered. Special thanks to all departments and individuals that have come together to pick up shifts and assure our patients have easy and consistent access for emergency care. Ambulance re-routing to the temporary entrance has gone smoothly thus far.
- 12 international RN candidates will be interviewed with the goal to add three more to our expected arrival list.
- WAH Emergency Department utilized the Tele-behavioral Health service 10 times in September. The program is effective and beneficial for our patients
- All Medical/Surgical/OB/Emergency Dept. nursing staff participated in training through use of the mobile Sanford Simulation Lab. Several patient scenarios are presented and allow realistic hands-on assessment and interventions along with real-time feedback.

- **Outpatient Nursing and Diabetic Education:**

- In honor of Diabetic Awareness Month the WAH Diabetic Education staff is hosting "Testing Tuesdays" throughout November. They have partnered with Runnings, Lewis, Kwik Trip and HyVee to provide free blood sugar testing.

MHA Safety Data for September, 2024:

- Falls: 0
- Skin Integrity 0
- Restraints 0
- Opioid Deaths 0
- Reportable Events: 0

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

as of October 21, 2024

WAH MISSION: "Dedicated to Health"

CHIEF HUMAN RELATIONS OFFICER REPORT

Human Resources/Employee Health

- Posted positions:
 - RN
 - Physician – Urology
 - Surgical Tech
 - NP/PA – Orthopedics & Hospitalist
 - Accounting Manager/Controller
 - Environmental Services Tech
 - Speech Therapist – Full Time & PRN
 - Clinical Nurse Coordinator
 - Heath Unit Coordinator
- Flu shots are currently being provided to employees, we have 30% that have received them.
- Clinical employees are receiving 'hands on' training for safe patient handling equipment. Employee health and physical therapy are teaming up for this training.
- Open enrollment will be held in November. We are planning several vendor changes with our life insurance and supplemental plans, along with offering long-term disability. A health plan design change will also occur, we will change from a traditional group health plan to an ICHRA, providing a set dollar amount for employees, who will then select their coverage from a variety of plan on a marketplace.

Community Health/Mental Health/Wellness Center

- We have offered health insurance discounts as our wellness incentive for the past several years, but with a change to our health plan, we will be changing our incentives for 2025.
- Abby Kipfer, Registered Dietician, and Jenna Kuehl, Diabetic Educator, will be holding Testing Tuesdays, weekly blood sugar testing at various Windom businesses.

Marketing/PR/Business Development

- Letters were sent to Dr. Goldberg's patients in October, informing them of Lori Fett's clinic.
- Marketing has been supporting the Lakefield Clinic operational launch, with a grand opening on December 4th. Patients will begin being seen in November.

Foundation/Auxiliary

- Foundation is once again hosting 'Bras for a Cause' for October Breast Cancer Awareness Month.
- Brady Kerkman met with several organizations/individuals for Building Sponsorships/Naming Rights.
- Auxiliary is once again holding their Halloween Bake Sale on Oct 31st. They are also selling pecans.

Sponsorships/Donations

- Windom Chamber Halloween Event - \$30 to sponsor apples
- Eagle Achievement Project - \$200
- Windom Theater Merchant Matinees - \$100
- Windom Chamber Membership Renewal \$550 + \$200 for affiliate for Wellness Center)

Committee Meetings

- **Employee Focus:** Committee met 10/3. Fall events including National Chocolate Day and a Pumpkin Decorating contest were planned. Holiday party ideas were also discussed.
- **Patient & Family Advisory Committee:** Met October 1st. Jen Z. recruited members to help select the Daisy winner. We did a walk through in main entry with several recommendation suggested.
- **Safety:** Met on 10/8/24, continued work on smoke evacuation policy for ORs and specialty clinics, policy in the works. Security changes related to cameras and doors for the new ED entrance were discussed. Recalls were discussed. Videos and hands on training for EZ lifts were implemented. FIT testing was completed with over 100 staff being fitted, ergonomic plan discussed with ergonomic requests being reviewed by the committee. Injury reports were reviewed.
- **Safe Patient Handling:** Included in the Safety Meeting on 10/8/24.

Fiscal Year 2024-2025	WINDOM AREA HEALTH												
WAH Operational & Strategic Goals	Target	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
SERVICE													
Increase optimization of DaVinci Robot (GYN & General)	4/30/2025	3 Gyn	3 Gyn	0 Gyn	2 Gyn	2 Gyn							
Ambulatory Net Promoter Score	83.3%	81.3% ¹⁶	80% ¹⁰	68.8% ¹⁶	100% ²⁰	100% ¹⁷							
OP Net Promoter Score	80.6%	80% ¹⁵	88.9% ¹⁸	100% ²³	75% ²⁰	94.4% ¹⁸							
Emergency Dept Net Promoter Score	49.1%	41.9% ³¹	n/a	50% ³⁴	23.1% ²⁶	30.4% ²³							
Wound Center Overall Patient Satisfaction	>92%	97.59%	98.61%	89.64%	97.17%	94.52%							
QUALITY													
Falls per 1000 Patient Days	0.0	n/a	0%	n/a	n/a	n/a							
Patient Falls with Injuries	0.0	n/a	0%	n/a	n/a	n/a							
Hand Hygiene	100%	n/a	100%	n/a	n/a	n/a							
Patient Experience/HCAHPS Recommend	81%	n/a	80% ²⁰	n/a	n/a	n/a							
How would you rate/HCAHPS	83%	n/a	75% ²⁰	n/a	n/a	n/a							
Communication with Nurses	89%	n/a	86.7% ²⁰	n/a	n/a	n/a							
Communication with Doctors	85%	n/a	91.1% ²⁰	n/a	n/a	n/a							
Readmission within 30 days	<5%	n/a	2%	n/a	n/a	n/a							
Wound Center Patient Healing Rate	>92%	97.96%	89.47%	81.67%	92.98%	76.79%							
FINANCIAL													
YTD Income (Loss) Operations to Budget	0.00%	-3.05%	1.89%	2.35%	3.81%	3.51%							
Days in Accts Receivable	<53	63.08	56.37	58.08	53.97	56.37							
Days Cash on Hand	>150	247	228	221	218	192							
GROWTH													
Surgeries to Budget	71	65	58	56	89	71							
Wound Center New Patients	23	30	27	39	26	25							
Wound Center Encounters	135	266	238	326	296	228							
Wound Center New Patients for HBO Treatments	10 Calendar Year	HBO n/a	HBO n/a	HBO n/a	HBO n/a	HBO n/a							
COMMUNITY													
WAH Hosts Events w/ Community Participation	2 Fiscal Year		Wound Center Pie/Ice Cream Celebration		Golf Tournament	Mental Health Fund Roundtable							

Windom Area Health Finance | Personnel | Labor Relations | Building & Grounds Committee Meeting

AGENDA

Purpose: Review and recommend annual operating budget and capital expenditure plan, review and recommend capital expenditures, review and evaluate monthly financial reports, review and recommend approval of annual audit report, and recommend board approval to agenda items as requested.

Meeting Date Time Location:		Monday, October 28, 2024 4:30-5:15 pm Large Conference Room
MEMBERS	SHELBY MEDINA, CEO	Present: Absent: Kay Gross Others: Terry Tegels
JUSTIN SCHMIT, CHAIRPERSON	DR. DAN BLUE, CMO	
KAY GROSS, TRUSTEE	MONICA HUBER, CNO	
DAN ORTMANN, TRUSTEE	JOHN PEYERL, CFO	
DR. MICHAEL FISHER, EX-OFFICIO	EMILY MASTERS, CHRO	
JULIE BRUGMAN, MT. LAKE ADVISORY MEMBER		

Chairperson (or Acting Chairperson)	Justin Schmit, Chairperson
Recorder:	Mindy Carter, Executive Assistant

Category / Topic	Action step(s) / Updates	Leader:	
STANDING ITEMS			
Call to Order	Call Finance Personnel Labor Relations Building & Grounds Committee meeting to order by Chairperson	Justin Schmit	
Minutes	Approve minutes from regular Committee meeting of September 23, 2024 (<i>Committee Motion</i>)	Justin Schmit	
Collections & Financial Assistance	Review & recommend approval of patient financial accounts (<i>Committee Motion / Board Motion</i>)	John Peyerl	
Employee Resignations & Terminations	Review & recommend acceptance of WAH employee resignations / terminations (<i>Committee Motion / Board Motion</i>)	Emily Masters	
FOLLOW-UP ITEMS			
NEW/CURRENT ITEMS			
Windom City Council Request	Discuss request for WAH to attend Windom City Council Budget Meeting	Shelby Medina	
<i>Other</i>			
CONCLUSION			
	Conclude Finance Personnel Labor Relations Building & Grounds Committee meeting	Justin Schmit	

**Meeting Name: Windom Area Health Finance | Personnel | Labor Relations | Building & Grounds Committee
MINUTES**

Purpose: Review and recommend annual operating budget and capital expenditure plan, review and recommend capital expenditures, review and evaluate monthly financial reports, review and recommend approval of annual audit report, and recommend board approval to agenda items as requested.

Meeting Date | Time | Location: Monday, September 23 | 4:30 pm | Large Conference Room

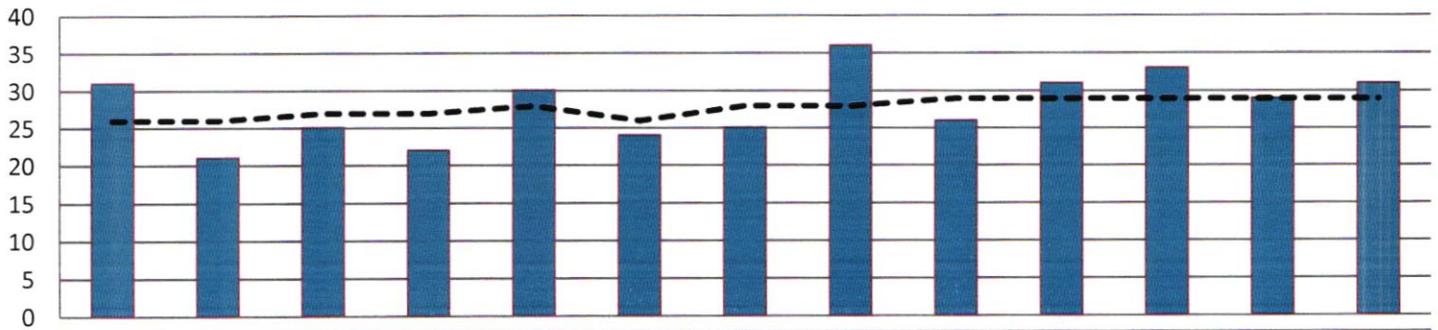
MEMBERS:	SHELBY MEDINA, CEO	Present: Justin Schmit, Dr. Michael Fisher, Terry Tegels, Dan Ortmann, Julie Brugman, Shelby Medina, John Peyerl, Emily Masters, Dr. Blue, Landon Johnson Absent: Kay Gross, , Monica Huber Others: Dave Rogers
JUSTIN SCHMIT, CHAIRPERSON	DR. DAN BLUE, CMO	
KAY GROSS, TRUSTEE	MONICA HUBER, CNO	
DAN ORTMANN, TRUSTEE	JOHN PEYERL, CFO	
DR. MICHAEL FISHER, EX-OFFICIO	EMILY MASTERS, CHRO	
JULIE BRUGMAN, MT. LAKE ADVISORY MEMBER		

Chairperson (or Acting Chairperson): Justin Schmit, Chairperson
Recorder: Mindy Carter, Executive Assistant

Category / Topic	Action step(s) / Updates	Leader:
STANDING ITEMS		
Call to Order	The Finance Personnel Labor Relations Building & Grounds Committee meeting was called to order by Chairperson, Justin Schmit.	Justin Schmit
Minutes	M/S/C unanimously to approve Committee minutes from the regular meeting of August 26, 2024, as presented (Ortmann/Fisher).	Justin Schmit
Collections & Financial Assistance	M/S/C unanimously to recommend approval to send 102 patient accounts totaling \$68,590.60 to AAA Collections, recommend approval for following Financial Assistance patient accounts: (SCHMIT/FISHER) <ul style="list-style-type: none"> Financial Assistance write-off amount to \$25,087.13 FY2025 Year-to-Date, Financial Assistance approvals amount to \$83,570.04 on a budget of \$125,000. 	John Peyerl
Employee Resignations & Terminations	M/S/C Unanimously to approve the following resignation/terminations: (ORTMANN/SCHMIT) Resignations: 1 Speech Therapist, 1 Nutrition Service Aide, 1 Nurse Ward, 1 Lab intern.	Emily Masters
FOLLOW-UP ITEMS		
Outreach Opportunity	Shelby updated we are on schedule for the November launch of the Outreach clinic in Lakefield, OB/GYN services by Dr. Hinshaw.	Shelby Medina
WFMC Temporary Allocated Hospital Space	Shelby will reach out to Dr. Taber to establish timeline for his departure so we can get contractors hired in January for any repairs.	
NEW/CURRENT ITEMS		
Other	ED parking lot will be under construction in October and expected to be complete mid-November. The ambulances will still have access to the ED entrance, but walk-in patients will need to be redirected. Discussion around using the entrance currently used by WFMC, rerouting those patients to the WAH front entrance. It is required that ED patients have a separate entrance from the main hospital and clinic. Once a plan is established, communication will be sent to nearby ambulance services.	John Peyerl
CONCLUSION		
	Chairperson, Justin Schmit, concluded the Finance/Personnel/Labor Relations & Building & Grounds Committee meeting.	Justin Schmit

ADMISSIONS

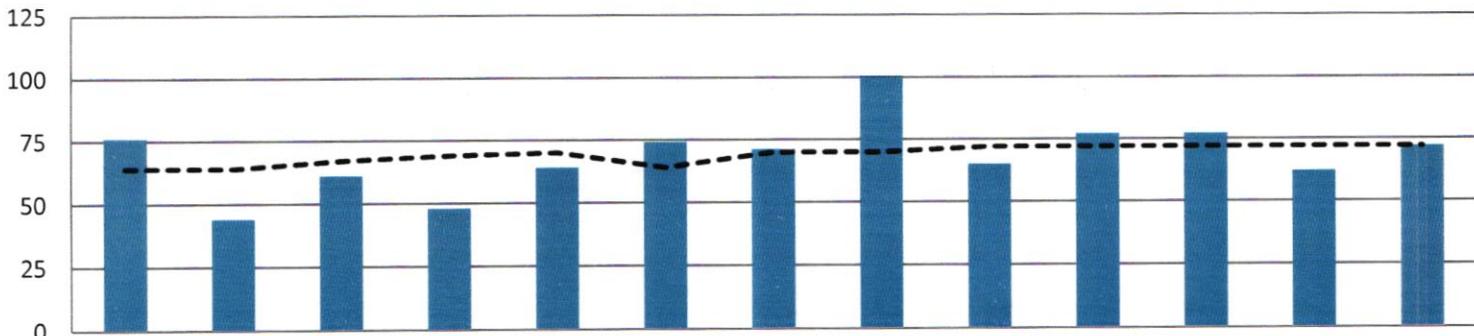
Admissions Budget



	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Admissions	31	21	25	22	30	24	25	36	26	31	33	29	31
Budget	26	26	27	27	28	26	28	28	29	29	29	29	29

PATIENT DAYS

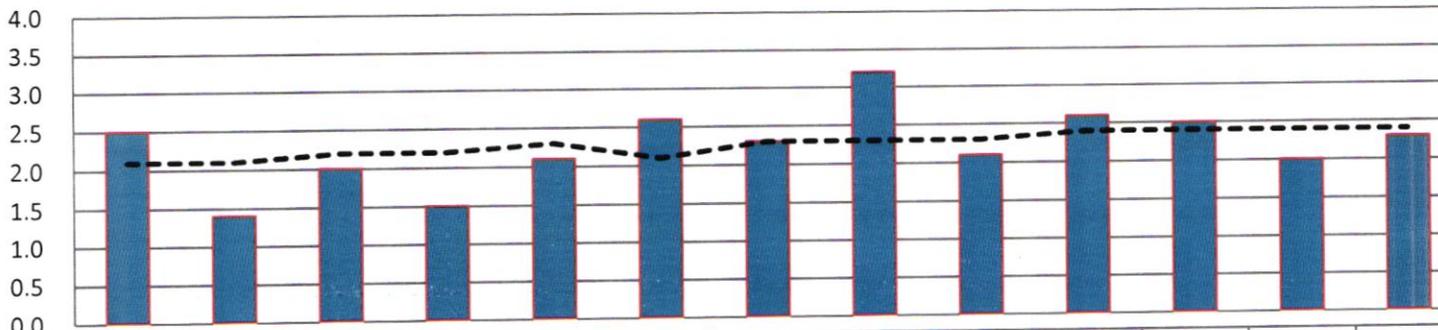
Pt Days Budget



	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Pt Days	76	44	61	48	64	74	71	100	65	77	77	62	72
Budget	64	64	67	69	70	64	70	70	72	72	72	72	72

AVERAGE PATIENTS PER DAY

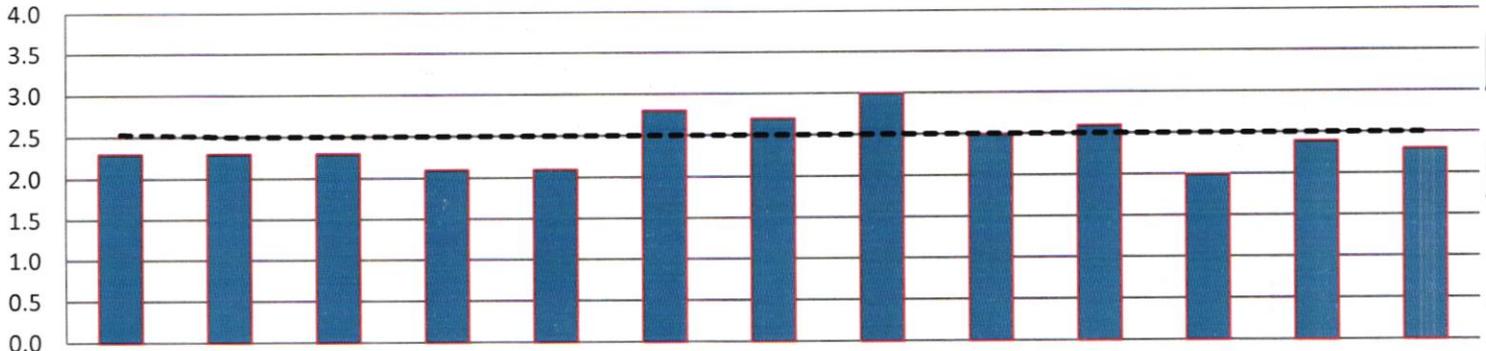
Avg Pt/Day Budget



	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Avg Pt/Day	2.5	1.4	2.0	1.5	2.1	2.6	2.3	3.2	2.1	2.6	2.5	2.0	2.3
Budget	2.1	2.1	2.2	2.2	2.3	2.1	2.3	2.3	2.3	2.4	2.4	2.4	2.4

AVERAGE LENGTH OF STAY

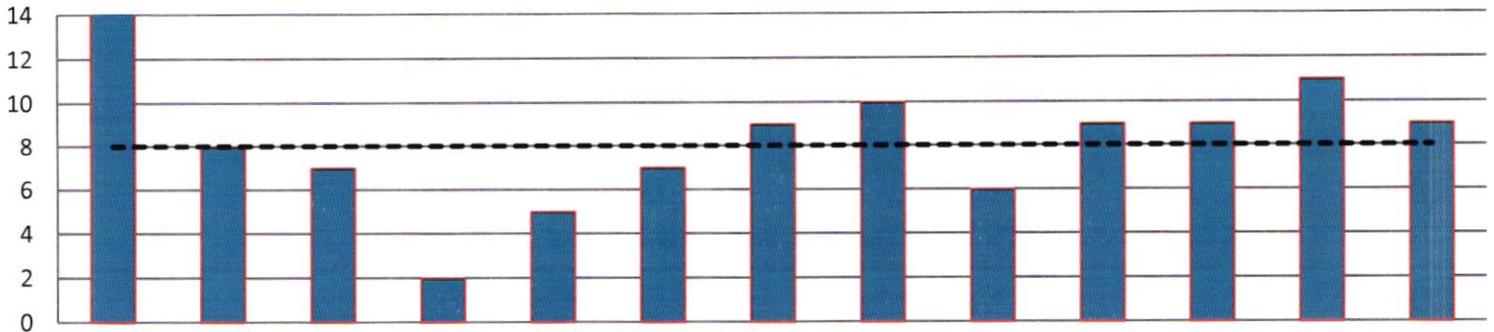
Avg Stay Budget



	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Avg Stay	2.3	2.3	2.3	2.1	2.1	2.8	2.7	3.0	2.5	2.6	2.0	2.4	2.3
Budget	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5

BIRTHS

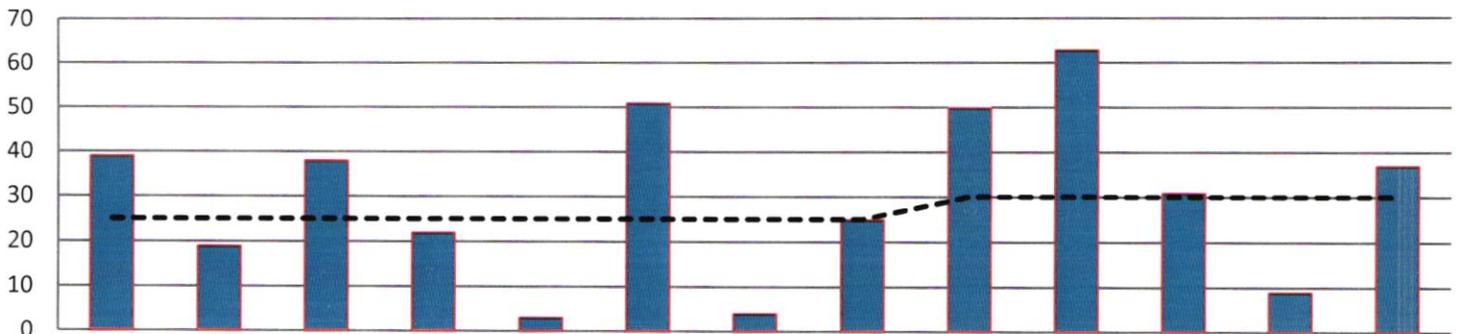
Births Budget



	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Births	16	8	7	2	5	7	9	10	6	9	9	11	9
Budget	8	8	8	8	8	8	8	8	8	8	8	8	8

SWING BED DAYS

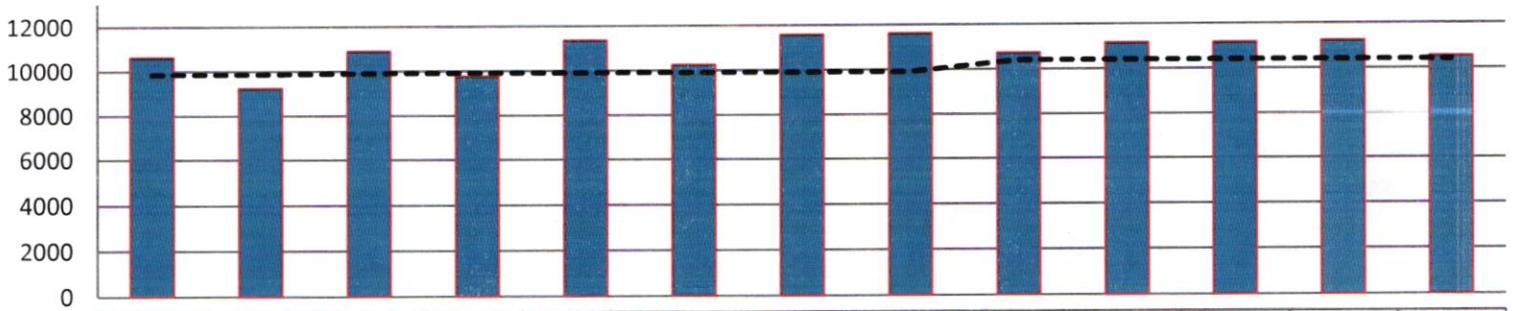
Swing Bed Days Budget



	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Swing Bed Days	39	19	38	22	3	51	4	25	50	63	31	9	37
Budget	25	25	25	25	25	25	25	25	30	30	30	30	30

LAB PROCEDURES

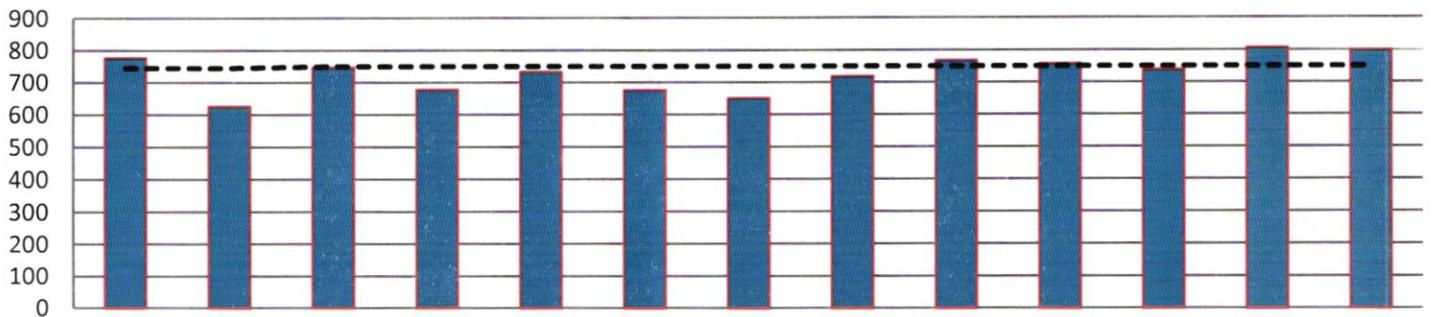
Lab Proc Budget



	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Lab Proc	10639	9252	10914	9777	11360	10249	11588	11630	10737	11178	11173	11256	10535
Budget	9850	9850	9900	9900	9900	9900	9900	9900	10400	10400	10400	10400	10400

IMAGING PROCEDURES

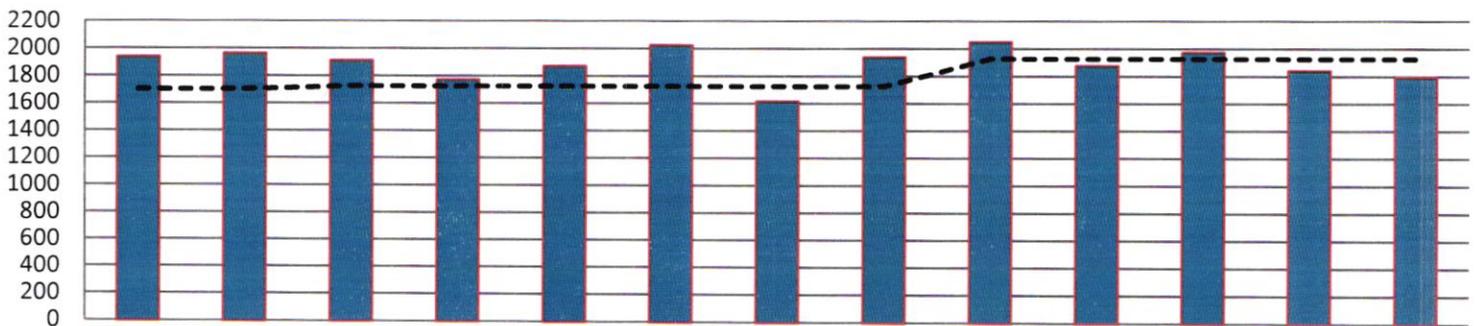
Imaging Proc Budget



	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Imaging Proc	777	626	747	678	733	676	651	719	768	758	739	807	799
Budget	745	745	750	750	750	750	750	750	750	750	750	750	750

REHAB MODALITIES

Rehab Modalities Budget



	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Rehab Modalities	1941	1967	1915	1775	1874	2027	1621	1942	2054	1882	1978	1847	1797
Budget	1700	1700	1725	1725	1725	1725	1725	1725	1925	1925	1925	1925	1925

WINDOM AREA HEALTH
INCOME STATEMENT

	9/30/2024		Revenue		Revenue		Revenue		Revenue		September	\$ Change	% Change
	9/30/2024	Comparison	Budget 2025	Comparison	Y-T-D FY2025	Comparison	Budget 2025	Comparison	Y-T-D FY2024	From Last Year	From Last Year		
PATIENT REVENUE													
Inpatient Revenue	\$758,354	15.29%	\$800,000	16.24%	\$4,176,677	16.65%	\$3,850,000	16.26%	\$4,251,732	(\$75,055)	-1.8%		
Outpatient Revenue	\$4,202,708	84.71%	\$4,125,000	83.76%	\$20,905,733	83.35%	\$19,825,000	83.74%	\$18,047,875	\$2,857,858	15.8%		
Total Patient Revenue	\$4,961,062	100.00%	\$4,925,000	100.00%	\$25,082,410	100.00%	\$23,675,000	100.00%	\$22,299,607	\$2,782,803	12.5%		
Contractual Adjustments	\$2,365,330	47.68%	\$2,400,000	48.73%	\$12,097,066	48.23%	\$11,700,000	49.42%	\$11,143,611	\$953,455	8.6%		
Other Income	\$19,066	0.38%	\$25,000	0.51%	\$118,469	0.47%	\$125,000	0.53%	\$122,704	(\$4,235)	-3.5%		
NET OPERATING REVENUE	\$2,614,798	100.00%	\$2,550,000	100.00%	\$13,103,813	100.00%	\$12,100,000	100.00%	\$11,278,700	\$1,825,113	16.2%		
EXPENSE													
Employee Salaries	\$1,011,353	38.68%	\$1,050,000	41.18%	\$4,903,089	37.42%	\$4,990,000	41.24%	\$4,060,435	\$842,654	20.8%		
Employee Benefits	\$303,553	11.61%	\$305,000	11.96%	\$1,505,935	11.49%	\$1,487,000	12.29%	\$1,272,224	\$233,711	18.4%		
Pharmaceuticals	\$114,954	4.40%	\$115,000	4.51%	\$735,224	5.61%	\$515,000	4.26%	\$578,929	\$156,295	27.0%		
Supplies	\$160,554	6.14%	\$190,000	7.45%	\$866,978	6.62%	\$930,000	7.69%	\$858,639	\$8,339	1.0%		
Rents & Utilities	\$36,951	1.41%	\$33,500	1.31%	\$160,235	1.22%	\$163,500	1.35%	\$163,832	(\$3,597)	-2.2%		
Purchased Services	\$606,904	23.21%	\$520,000	20.39%	\$2,677,505	20.43%	\$2,420,000	20.00%	\$2,881,328	(\$203,823)	-7.1%		
Other Direct Expenses	\$91,736	3.51%	\$137,500	5.39%	\$655,525	5.00%	\$677,500	5.60%	\$598,408	\$57,117	9.5%		
Provision for Bad Debts	\$91,419	3.50%	\$55,000	2.16%	\$440,731	3.36%	\$275,000	2.27%	\$292,231	\$148,500	50.8%		
Depreciation	\$126,371	4.83%	\$135,000	5.29%	\$641,152	4.89%	\$655,000	5.41%	\$658,740	(\$17,588)	-2.7%		
Interest Expense	\$10,889	0.42%	\$15,000	0.59%	\$57,538	0.44%	\$75,000	0.62%	\$61,200	(\$3,662)	-6.0%		
Total Operating Expense	\$2,554,684	97.70%	\$2,556,000	100.24%	\$12,643,912	96.49%	\$12,188,000	100.73%	\$11,425,966	\$1,217,946	10.7%		
Income (loss) From Operations	\$60,114	2.30%	(\$6,000)	-0.24%	\$459,901	3.51%	(\$88,000)	-0.73%	(\$147,266)	\$607,167			
Investment Income	\$50,811	1.94%	\$40,000	1.57%	\$290,715	2.22%	\$200,000	1.65%	\$259,909	\$30,806			
Other Revenue/(Expenses)	\$100,260	3.83%	\$5,000	0.20%	\$125,550	0.96%	\$25,000	0.21%	\$18,133	\$107,417			
Non Operating Rev/Exp	\$151,071	5.78%	\$45,000	1.76%	\$416,265	3.18%	\$225,000	1.86%	\$278,042	\$138,223			
Increase in Net Assets	\$211,185	8.08%	\$39,000	1.53%	\$876,166	6.69%	\$137,000	1.13%	\$130,776	\$745,390			

WINDOM AREA HEALTH
FY 2025
CAPITAL ASSET ACQUISITIONS

Yrs Dep	Capital Asset	Vendor	Asset class	May	June	July	August	September
	Door Access Control (8 Doors)	Midwest Alarm/Lucan Comm TV	Maj Mov			31,669.46		
	IV Pumps	Carefusion/BD	Maj Mov			150,169.90		
	PageWriter TC70 Cardiograph	Philips	Maj Mov			11,323.97		
	IBF 105-GX Freezer Blood/Plasma	Helmer Inc	Maj Mov			6,904.29		
	PhysioMax Total Body Exerciser	Push Pedal Pull	Maj Mov			5,503.88		
	Ascend BodyScript Body Comp Analyzer	Johnson Fitness & Wellness	Maj Mov			7,966.00		
	Total			-	-	213,538	-	-
		Total YTD Capital Acquisitions				213,538		

Windom Area Health Professional Practice | Quality & Planning Committee Meeting AGENDA

Purpose: Oversee WAH compliance with regulations and laws, receive recommendations from the Medical Staff, oversee preparation and implementation of strategic plans, receive and consider all quality reports, and recommend board approval to agenda items as requested.

Meeting Date Time Location:		Monday, October 28, 2024 4:00-4:30 pm Large Conference Room
MEMBERS:	SHELBY MEDINA, CEO	Present: Justin Schmit Absent: Others:
TERRY TEGELS, CHAIRPERSON	DR. DAN BLUE, CMO	
RICK FREDERICKSON, TRUSTEE	MONICA HUBER, CNO	
OPEN, TRUSTEE	JOHN PEYERL, CFO	
DR. MICHAEL FISHER, EX-OFFICIO	EMILY MASTERS, CHRO	
JULIE BRUGMAN, MT. LAKE ADVISORY MEMBER		
Chairperson (or Acting Chairperson)	Terry Tegels, Chairperson	
Recorder:	Mindy Carter, Executive Assistant	

Category / Topic	Action step(s) / Updates	Leader:	
STANDING ITEMS			
Call to Order	Call Professional Practice Quality & Planning Committee meeting to order at 4:00 pm by Chairperson	Terry Tegels	
Minutes	Approve minutes from the regular Committee meeting of September 23, 2024 (<i>Committee Motion</i>)	Terry Tegels	
FOLLOW-UP ITEMS			
Medical Staff Credentialing & Medical Staff Meeting Update	<ul style="list-style-type: none"> Review & approve medical staff credentialing, upon recommendation from WAH Medical Staff (<i>Committee / Board Motion</i>) Report on business addressed at WAH Medical Staff meeting 	Dr. Buhler Dr. Blue	
NEW/CURRENT ITEMS			
WAH Strategic Plan	Update on progress and future initiatives	Shelby Medina	
Other			
CONCLUSION			
	Conclude Professional Practice Quality & Planning Committee meeting	Terry Tegels	

Meeting Name: Windom Area Health Professional Practice / Quality & Planning Committee
MINUTES

Purpose: Oversee WAH compliance with regulations and laws, receive recommendations from the Medical Staff, oversee preparation and implementation of strategic plans, receive and consider all quality reports, and recommend board approval to agenda items as requested.

Meeting Date/Time/Location: Monday, September 23, 2024 / 4:00-4:30 pm / Large Conference Room

MEMBERS:	SHELBY MEDINA, CEO
TERRY TEGELS, CHAIRPERSON	DR. DAN BLUE, CMO
RICK FREDERICKSON, TRUSTEE	MONICA HUBER, CNO
KIM PILLATZKI, TRUSTEE	JOHN PEYERL, CFO
DR. MICHAEL FISHER, EX-OFFICIO	EMILY MASTERS, CHRO
JULIE BRUGMAN, MT. LAKE ADVISORY MEMBER	

Present: Terry Tegels, Rick Frederickson, Dr. Michael Fisher, Justin Schmit, Shelby Medina, Dr. Dan Blue, Dr. Buhler, John Peyerl, Emily Masters, Landon Johnson

Absent: Kim Pillatzki, Monica Huber

Others:

Chairperson (or Acting Chairperson): Terry Tegels, Acting Chairperson

Recorder: Mindy Carter, Executive Assistant

Category / Topic	Action step(s) / Updates	Leader:
STANDING ITEMS		
Call to Order	Acting Chairperson Terry Tegels called the Professional Practice/Quality & Planning Committee meeting to order at 4:00 pm.	Terry Tegels
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF AUGUST 26, 2024, AS PRESENTED (FREDERICKSON/BRUGMAN).	Terry Tegels

FOLLOW-UP ITEMS				
Medical Staff Credentialing & Medical Staff Meeting Update	M/S/C unanimously to approve the August Medical Staff credentialing list as presented: (TEGELS/FREDERICKSON)			Dr. Blue Dr. Buhler
	APPOINTMENTS:			
	Maryam Nouhi-Arbatani, D.O.	Behavioral Health (AmWell)	Telemedicine	
	REAPPOINTMENTS:			
	Kylie Cowdin, M.D.	Family Medicine	Active Staff	
	Carolyn Larson, CRNA	Anesthesia	Allied Health Professionals	
	Mary Olson, M.D.	Family Medicine	Senior Active Staff	
	Furhad Qureshi, M.D.	Telehospitalist	Telemedicine	
	Jeffrey Taber, M.D.	Family Medicine	Active Staff	
	AVEL ECARE APPOINTMENTS:			
	Ludmil Lazarov, M.D.	Telehospitalist	Telemedicine	
	Erin Meyer, D.O.	Telehospitalist	Telemedicine	
	Todd Severnak, M.D.	Telehospitalist	Telemedicine	
	Darin Willardsen, D.O.	Telehospitalist	Telemedicine	
	VRAD APPOINTMENTS:			
VRAD REAPPOINTMENTS:				
Cynthia Tortorelli, M.D.	Teleradiology	Telemedicine		
SANFORD TELEMEDICINE APPOINTMENTS (Informational Only):				
Andrew Erickson, D.O.	Radiology	Telemedicine		
Austin Fletcher, M.D.	Radiology	Telemedicine		
Jacob Ricke, D.O.	Trauma	Telemedicine		

**WINDOM AREA HEALTH
CREDENTIALING LIST**

OCTOBER 21, 2024

APPOINTMENTS:

Stephanie Preister, CNP	Cardiology (Jonsson)	Allied Health Professionals
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REAPPOINTMENTS:

Jesse Botker, M.D.	Orthopedic	Courtesy
Thomas Bruns, CRNA	Anesthesia	Allied Health Professionals
Elena Canfield, M.D.	Emergency Medicine	Emergency Services
Gary Famestad, M.D.	Radiology	Consulting
Anthony Nwakama, M.D.	Orthopedic	Consulting
Kayla Pineda, CNP	Family Medicine	Allied Health Professionals

ADDITIONAL PRIVILEGE REQUESTS:

Ahmed Yusuf, M.D.	Telemedicine	Active Staff
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AVEL ECARE APPOINTMENTS:

VRAD APPOINTMENTS:

VRAD REAPPOINTMENTS:

Taro Aikawa, M.D.	Teleradiology	Telemedicine
Sara Banerjee, M.D.	Teleradiology	Telemedicine
John Mulloy, M.D.	Teleradiology	Telemedicine
Kurtis Tedesco, M.D.	Teleradiology	Telemedicine

SANFORD TELEMEDICINE APPOINTMENTS (Informational Only):

Joseph Alex, M.D.	Trauma	Telemedicine
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RESIGNATIONS:

Tonia Carpenter, RN	Cardiology (Pham)	Allied Health Professional
Eastlyn Enderle, RN	Cardiology (Jonsson)	Allied Health Professional
Benjamin Jorgensen, M.D.	Vascular	Consulting
Jennifer Pipitone, DNP	Behavioral Health	Allied Health Professional
Connie Morrison, M.D.	General Surgery	Consulting

SEPTEMBER COMMENTS

- Ambulatory Surgery Brooke was an excellent nurse. She took very good care of me and explained everything very well. Dr. Taber was also very informative and did a great job with my procedure on the 20th.
- Ambulatory Surgery Hi, my experience was very good. Everyone was very friendly, helpful, nice, and I just don't have any complaints at all. Everything went really well for me. Thank you.
- Ambulatory Surgery The room was really clean and the nurse was the best..!!!
- Ambulatory Surgery Everyone was so friendly and caring.
- Ambulatory Surgery The nurses were extremely nice and caring ! Dr.Reddy was very thorough and caring as well..all the staff were awesome !
- Ambulatory Surgery It was very good, thank you to Dr. Taber and the nursing staff for excellent care!
- Ambulatory Surgery It was a good experience and I look forward to October 9th, knowing that I will be well taken care of.
- Ambulatory Surgery Every one treated me with respect and kindness.
- Ambulatory Surgery Very nice and professional nursing staff. Dr. Botker does an excellent job.
- Clinic I did not have any contact with any nurses or any other doctors but Tabitha.
- Clinic Meridee and Tabitha were great. Meridee was helpful in ensuring my son was able to be seen timely. She was friendly and calm in her interactions. Tabitha is down to earth; she listens, explains things in a way my son could understand and was empathetic to my feelings as a parent.
- Clinic The staff at Wyndham Hospital, the nurses and all, everyone that I dealt with was outstanding. I could not say enough good about them.
- Clinic Thank you!
- Clinic Yes, I had injections done on both knees, the new gel injection, and there was no like free spray used to help with the pain of both needles. I don't know what kind of needle he used first, and then came the injection, but they were very, very painful this time. And the right knee bled so bad after that it bled into my shorts. So I'm not very happy about this experience. Thank you.
- Clinic A lot of paperwork to fill out. Can't information be shared between medical clinics?
- Clinic Dr. Botker and staff do a good job.
- ED I was very satisfied
- ED The doctor that I had was very, very genuine and I would recommend him over any other ER doctor that I have seen ever at Windomario Hospital.

SEPTEMBER COMMENTS

- ED I presented at the ED with significant swelling of the face and eye, of which I have never experienced and followed medical recommendations of my providers to seek attention at the ED. I was lectured regarding seeking that care as advised, was not asked a single question by the physician, had zero medical examination aside from looking at the eye and listening to heartbeat. I was by no means seeking cancer or optometric services and was there to address swelling, but was lectured regarding the ED not providing cancer Or optometric care of which I never inferred about. The swelling was significant as for the reason I was seeking care and informed staff that I also have cancer in that eye as it was relevant info. Although no examination of body aside from eye and listening to heart, my notes include documentation of exams that were never performed and what my condition was although never questioned regarding symptoms by physician . Charts include conditions of my mouth, nose, abdomen, skin, legs, musculoskeletal etc that were never even observed. It was made clear to me that although there was significant swelling of my face, which also has presence of cancer, that it was inconvenient for me to be there seeking medical attention; I was also the only patient present. Nurse was kind and appropriate.
- ED Better than any hospital care I have received in Canada. Very convenient quick and effective.
- ED This was one of the best ER experiences I've had in Windom. The dr was extremely competent as were the nurses and intake. They did a great job with my son!
- ED The assessment and interventions were not sufficient. After a traumatic accident with a head injury and other unknown injuries to a child, the doctor should be prioritizing the most life threatening issues and working their way down. The doctor did not do a neuro exam and did not get any imaging of the head, despite having a significant hematoma to the head. The doctor did not do any abdominal assessment for injury. He only focused on putting stitches in the cut on her finger. The care was significantly lacking in basic competence and is honestly extremely alarming. We went to children's hospital ER after returning to Minneapolis and had all of the assessments and imaging necessary. I would not recommend anyone come to this ER unless they have a simple cold or virus.
- Imaging It was fast and easy.
- Imaging Thankful that the services are in Windom.
- Imaging Good experience.
- Imaging It was just fine...
- Imaging Hello, I would like to know the results of my test from Friday. I haven't heard that yet. Thank you.

SEPTEMBER COMMENTS

Imaging	Full exam provided comfortably and restfully.
Imaging	They were very helpful and they were very patient. They had to fight to try to get the contrast in my vein and they were very patient with me.
Imaging	It was quick/efficient
Imaging	Technician was excellent, thank you!
Imaging	Easy to find, easy to navigate where we needed to go. Everyone we were involved with was nice & professional.
Imaging	Everyone was friendly and helpful.
Imaging	The mobile MRI is outdated, hot and uncomfortable. I would not recommend it to anyone else and I wouldn't return again. The staff were nice.
Lab	The Lab Technician that did the blood work was Great!! She was very professional and was able to find my husband's vein right away.
Lab	nothing
Lab	Had a blood draw. It went very well and was a good experience.
Lab	I'm usually very hard to find the vein to draw blood from, but she found it very quickly. She's very good!
Lab	All employees are nice and make you feel comfortable.
Lab	Jenn in lab was great. Very little pain.
Nursing--Med Surg	It was felt overwhelmingly comforted the moment I entered the ICU. They kept me informed and that was comforting. I can't thank my Angels enough.
Nursing--Med Surg	My family expressed their stamp of approval! (food as well) Thank you!
Nursing--OB	The care I received from my nurses (Kristi Dewall, Annie Tippin, Katrina Burdick, Heidi McCone) was absolutely incredible! Dr. Buhler is an amazing & very skilled and knowledgeable physician! I feel so blessed to have had all of them on my healthcare team for L/D!
Nursing--OB	Basically real caring.
Nursing--OB	I received great care from all the surgery staff & floor staff! It was a great experience all around. Dr. Buhler & Dr. Cowdin were great as well!! We have a great hospital for small town Windom!
Outpatient	"I was worried about having an infusion, but it went very smooth. Jared did a very professional job."
Outpatient	I just had my toe nails done. Very satisfied
Outpatient	Very informative and friendly. Easy to work with.

SEPTEMBER COMMENTS

Outpatient

All went very well.

PT, OT, ST

Ike does a great job.

PT, OT, ST

I would rate my experience a 10/10.

Windom Area Health Auxiliary Minutes September 9, 2024

The Windom Area Hospital Auxiliary held their monthly meeting Monday, September 9, 2024, at 6:00 p.m.

President Mary Klosterbuer welcomed everyone to the meeting with 23 in attendance. The Auxiliary Prayer and the Pledge to the Flag was recited by all.

Agenda: M/S Jackie Turner/Kay Evers to approve the agenda as presented. Motion carried.

Program: Jessica Schmidt and Tabiha Bosire shared information about the new Mental Health Services available at WAH. Two grants were received to fund the beginning of the service.

Recording Secretary's Report: Marlene Smith, Recording Secretary

- M/S Pat Lenz/Diane Vellema to approve the minutes as presented. Motion Carried.

Treasurer's Report: Gerri Burmeister, Treasurer

- Balance on hand August 31, 2024, was \$6,672.10. A \$15,367.69 6-month CD was purchased at Bank Midwest with the money bequested to the Auxiliary. M/S Karen Skarphol/Jackie Turner to approve the Treasurers report as presented. Motion carried.

Corresponding Secretary: Betty Olson

- A card was sent to LaVonne Minion when she had hip surgery in August.
- A card was sent to Jane Polz, but now we will send a sympathy card to the family.

MAHV Report:

- The MAHV website address is <https://mahv.org> (Member code is mahv2024)
- There will be a Power of Connection Zoom meeting on September 11th. Mary will send the link to members.

Programs: Rozanne Gronseth

- Katie has lined up a couple speakers for us.
- October Speaker will be the new Surgery Supervisor.

WAH Update: Katie Greener

- Dr Kendra Kamlitz is a new General Surgeon at WAH.
- Brittany Schichtl is the Surgery Supervisor.
- The hospital will be adding a urologist.
- The hospital is looking to open a Pop-up Outreach Clinic in Lakefield.
- The August 23rd Golf Tournament had 14 teams and raised \$8,000 for Mental Health Services.
- The Foundation is taking over the Giving Tree project.
- Auxiliary members have recorded 1064 hours.

Unfinished Business:

- Chamber Raffle Tickets
 1. 1,500 tickets were sold,
 2. Cost of tickets from Quick Print was \$144.95
 3. Booth rental was \$85.00
 4. Cost of the three prizes was \$150.00
 5. Net profit totaled \$1,120.05
 6. The winners of the drawing are: Amanda Wilson, Jenny Quade and Karen Skarphol.

New Business:

- The Auxiliary received a Bequest of \$15,367.69.
 1. President Mary Klosterbuer met with WH CEO Shelby Medina and WAH Medical Director Dr. Dam Blue on August 20 to discuss possible uses of this money which would include a recognition plaque.
 2. Suggestions included items for the new medical building that has an expected completion date of Feb/March 2025.
 3. The Executive Board of WAHA voted via email on August 28 to place the full donation in a 6-month CD.
 4. Treasurer Gerri Burmeister secured a 6-month CD at Bank Midwest at 4.86% interest on August 30, 2024. Signers are Gerri Burmeister and Mary Klosterbuer.
 5. Members will vote on how this gift is spent at a future meeting when Shelby Medina can be with us to present our options and give us an update on the medical building.

- **Merchandise options:** Katie Greener/Mary Klosterbuer
 1. Our banner is outdated since we changed our name to Windom Area Health Auxiliary.
 2. There are several choices of what we wish to replace it with. Katie had a handout of samples.
 3. Cost of a new 2.5 x 6 banner from Quick Print would be \$104,34.
 4. Motion to approve the purchase by Kay Evers, second by Karla Taber. Motion carried.
 5. Our name on Facebook still needs to be changed.
- Halloween Bake Sale on Thursday October 31st.
- Spooky Path Candy
 1. M/S Karen Skarphol/ Karla Taber to give \$50.00 for the purchase of candy. Motion carried.
- Pecan Sales – Marlene Smith and Kitty Hansen

Meeting adjourned at 7:16 p.m.

Hostesses

- September – Gerri Burmeister & Karen Skarphol
- October – Karla Taber & Pat Lenz
- November – Char Satter & Rozanne Gronseth

Coming Events –

- October 5, 2024, Pecan sales begin
- Monday October 14, 2024 – Auxiliary Meeting
- Thursday October 31, Halloween Bake Sale

The meeting was adjourned at 7:18 p.m.

Marlene Smith
Recording Secretary



Foundation

FOUNDATION BOARD OF DIRECTORS MEETING

TUESDAY, OCTOBER 22, 2024 | 5:00 PM | NURSE'S CONF. ROOM

**** Indicates items needing a motion**

MISSION STATEMENT

Together with Windom Area Health, our mission is to promote exceptional quality care and wellbeing for rural communities in southwest Minnesota.

AGENDA

- | | |
|--|----------------------|
| I. CALL WAH FOUNDATION MEETING TO ORDER | <i>Greg Scheitel</i> |
| II. **APPROVAL OF AGENDA | <i>Greg Scheitel</i> |
| III. **FOUNDATION MEETING MINUTES | <i>Greg Scheitel</i> |
| – Approve minutes from regular meeting on September 24, 2024 | |
| IV. **FINANCIAL STATEMENT | <i>Katie Greener</i> |
| – Approve fund balances and September expense report | |
| V. OLD BUSINESS | |
| – Mental Health Fundraising | <i>Katie Greener</i> |
| – **Mental Health Fund Policy – review & approve | <i>Katie Greener</i> |
| – Bras for a Cause | <i>Katie Greener</i> |
| – Fundraising event progress | <i>Brady Kerkman</i> |
| – Miscellaneous updates | <i>Katie Greener</i> |
| VI. NEW BUSINESS | |
| – Veterans Day event | <i>Katie Greener</i> |
| – First Baby of New Year | <i>Katie Greener</i> |
| – Rock the Rink Pink | <i>Katie Greener</i> |
| – Volunteer Hours | <i>Katie Greener</i> |
| VII. NEXT MEETING DATE/TIME – November 19, 2024 | |
| VIII. **MEETING ADJOURNED | <i>Greg Scheitel</i> |

**WINDOM AREA HEALTH FOUNDATION
FOUNDATION BOARD MEETING MINUTES
SEPTEMBER 24, 2024, AT 5:00 P.M. IN LCR**

Attending: Greg Scheitel, Jay Grandprey, Dan Ortmann, Kay Gross, Terry Tegels (left early), Robin Rahn, Claudia Lopez, Katie Greener/Director of Foundation & Auxiliary, Brady Kerkman/Executive Director of Business Development & Marketing

Others: Naomi Bach

Absent:

Recorder: Katie Greener/Director of Foundation & Auxiliary

MISSION STATEMENT

Together with Windom Area Health, our mission is to promote exceptional quality care and wellbeing for rural communities in southwest Minnesota.

CALL TO ORDER

WAH Foundation Chair, Greg Scheitel, called the meeting to order at 5:01 p.m.

FOUNDATION AGENDA

M/S/C UNANIMOUSLY TO APPROVE THE SEPTEMBER 24, 2024 FOUNDATION AGENDA AS PRESENTED, WITH A MINOR CHANGE OF REMOVING SHELBY MEDINA AND ADDING NAOMI BACH TO THE PRESENTERS (KG/RR)

FOUNDATION MINUTES

M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE AUGUST 27, 2024 REGULAR MEETING AS PRESENTED (TT/DO).

FINANCIAL STATEMENT

The Aug 2024 Windom Area Health Foundation financial statements were reviewed and approved as presented. M/S/C UNANIMOUSLY TO APPROVE THE FINANCIAL STATEMENT AS PRESENTED (DO/KG).

OLD BUSINESS

Wound Center Update

Naomi Bach, CNP SWON and Clinical Program Director of the Wound & Hyperbaric Healing Center, shared a PPT about the Wound's Center's services, growing regional need, and healing outcomes. The hyperbaric chambers are offsite due to the construction but will return this winter. Naomi shared the expected expanded evidence-based indications and new hyperbaric treatment options in the next couple years.

Strategic Plan Progress

Katie shared general strategic plan progress with a printed updated document for each member. We are in progress for our goals and the Fundraising Committee will be meeting this evening. Brady shared updates of securing donation pledges from larger WAH contracted services partners, both for medical building naming rights and Foundation funds.

Mental Health Fund Solicitation Letter

Katie sent out a mass mailer to approximately 230 recipients in mid August; it has brought in over \$6,000 to date. Our goal is to raise \$20,000 through this campaign. Katie will be applying for a Remick Foundation grant and Brady is securing pledges from WAH contracted service partners of which some will go to this Fund.

Mental Health Roundtable Debrief

On September 11 from 12-10pm, we hosted a successful Roundtable discussion with 32 attendees. Jay, Robin, Claudia, and Terry shared highlights from their table discussion. Trends in mental health related needs included: mental health challenges among youth, provider burnout, poor insurance coverage, the need for transportation assistance, and the business community's interested in mental wellness investments. At the next meeting, we will review the policy and application again, taking into account learnings from the Roundtable discussion. Goal is to have the Fund live for applications in November.

Fundraising event in 2025

Katie discussed the need to start seriously thinking about a fundraising event in FY26, with the potential to bring in \$30,000. The Fundraising committee met after the meeting and discussed further ideas.

**Finalize Women's Health Fund Policy

M/S/C UNANIMOUSLY TO APPROVE THE WOMEN'S HEALTH FUND POLICY AS PRESENTED (JG/KG).

NEW BUSINESS

October 3rd, Recognition Night

Brady reminded the Board to RSVP by this Thursday for the Recognition Night on October 3rd at Round Lake Winery. This is the second year of this appreciation event, recognizing donors, volunteers, board members, and employees who have milestone years of service.

Runnings Ladies Night Out & Bras for a Cause

On October 9th, Runnings is hosting their annual Ladies Night Out. Proceeds will be going to the Women's Health Fund. During October, the Foundation will again host the "Bras for a Cause" contest for participants to be-dazzle a bra in celebration of Breast Cancer Awareness month. Katie will be coordinating this activity and heading up tying pink ribbons on lampposts around town.

Giving Tree 2024

Katie will be taking point on coordinating the Giving Tree program with the committee. The group discussed ideas for growing this program and making a bigger public splash. Because of the tight timeframe and challenges with gift storage during the construction, new ideas will be considered for next year.

Remick Foundation support letter

Greg and Terry (later) signed a letter of support to submit with a grant application for the Remick Foundation. Last week, Katie attended a Roundtable Luncheon hosted by SWIF and Remick, where she shared about the mental health fund and learned again the Foundation's interest in at-risk youth and being responsive to this region.

Volunteer Hours

Board members added their hours to the spreadsheet.

The next Foundation Board Meeting will be held on October 22, 2024 in the Windom Area Health LCR. The Windom Area Health Foundation meeting was concluded by Chairperson, Greg Scheitel. M/S/C UNANIMOUSLY TO ADJOURN THE FOUNDATION MEETING (DO/RR).

KAY GROSS, WAH Foundation Secretary